

From: canon-it@mydelraybeach.com
To: [Reynolds, Jennifer](#)
Subject: Attached Image
Date: Thursday, March 5, 2020 12:09:47 PM
Attachments: [2659_001.pdf](#)

CUSTOMER INFORMATION (Service Location)	
Address 1 100 NW 1ST AVE	City DELRAY BEACH
Address 2 FLR 1	State FL
Primary Contact Name Jennifer Reynolds	ZIP Code 33444
Business Phone (561) 243-7192	County
Cell Phone	Email Address reynoldsj@mydelraybeach.com
Pager Number	Primary Fax Number
Technical Contact Name	Tech Contact On-Site? No
Technical Contact Business Phone	Technical Contact Email
Property Manager Contact Name	Property Mgr. Phone

COMCAST BUSINESS SERVICES

Selection (X)	
Business Voice	
Business Internet	X
Business TV	

Service Term (Months)	12
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COMCAST BUSINESS SERVICES DETAILS

Business Voice*	Comcast Business Packages																																															
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>VOICE SELECTIONS</th> <th>Quantity</th> <th>Unit Cost</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr><td>Full Feature Voice Lines</td><td style="text-align: center;">0</td><td></td><td></td></tr> <tr><td>4+ Lines</td><td></td><td></td><td></td></tr> <tr><td>Basic Lines</td><td style="text-align: center;">0</td><td></td><td></td></tr> <tr><td>Toll Free Numbers</td><td></td><td></td><td></td></tr> <tr><td>Fax Lines</td><td></td><td></td><td></td></tr> <tr><td>Equipment Fee</td><td></td><td></td><td></td></tr> <tr> <th>VOICE OPTIONS</th> <th>Selection(X)</th> <th colspan="2">Total Cost</th> </tr> <tr><td>Voicemail</td><td style="text-align: center;">0</td><td></td><td></td></tr> <tr><td>Enhanced Listings</td><td></td><td></td><td></td></tr> <tr><td>Auto-Attendant</td><td></td><td></td><td></td></tr> </tbody> </table>	VOICE SELECTIONS	Quantity	Unit Cost	Total Cost	Full Feature Voice Lines	0			4+ Lines				Basic Lines	0			Toll Free Numbers				Fax Lines				Equipment Fee				VOICE OPTIONS	Selection(X)	Total Cost		Voicemail	0			Enhanced Listings				Auto-Attendant				<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>Package Name:</td></tr> <tr><td style="text-align: center;">PACKAGE DESCRIPTION</td></tr> <tr><td style="height: 100px;"></td></tr> </table>	Package Name:	PACKAGE DESCRIPTION	
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* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
VoiceEdge Select Seats	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Handset	0	\$4.95	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$4.95	\$0.00	\$0.00	\$0.00

*Bundle include : Auto attendant, Hunt Group and Base station.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Speed - Deluxe 25	X	\$99.95
Equipment Fee	X	\$18.45

*Business Internet speed tier selections not available in all markets.
*Internet selections & options not available in all markets.

INTERNET OPTIONS	Selection(X)	Total Cost
Static IP V4/V6 - 1	X	\$19.95
Wi-Fi - Business Wifi Standard	X	\$0.00

Business TV**

TV SELECTIONS	Selection	Total Cost	
Basic			
Select			
Information & Entertainment			
Variety			
Standard			
Preferred			
TV OPTIONS	Selection(X)	Total Cost	
Sports Pack**			
Canales Selecto			
Music Choice W/Comcast Business TV			
Other			
Other			
TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			
mini mDTA/mDTA Type	# of Outlets	NRC	MRC

*** Not available in home offices or private view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.
** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business					Total Monthly Service Charge	
	Selection(X)	Quantity	Unit Cost	Total Cost		\$138.35
Business Internet/TV/Voice Installation Fee	X		\$99.95	\$99.95	Promotional Code (if applicable)	
Voice Activation Fee*					Discount On Internet (if applicable)	
Auto-Attendant Setup Fee					Discount On Video (if applicable)	
Toll Free Activation Fee					Discount On Voice (if applicable)	
Directory Listing Suppression Fee					Discount On VoiceEdge Select Seats (if applicable)	
VoiceEdge Select Seat Activation Fee**						

* Per line activation fee, up to four (4) line maximum charge.
 ** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$0.00

Total Recurring Monthly Bill: \$138.35

Total Installation Charges: \$99.95

* Does not include Custom Installation Fees.

* Applicable federal, state, and local taxes and fees may apply.

GENERAL SPECIAL INSTRUCTIONS

Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)		Additional Voice Details	
Directory Listing Phone Number		Caller ID (Yes/No)	
Directory Listing Display Name		Caller ID Display Name (max 15 char.)	
DA/DL Header Text Information		International Dialing (Yes/No)	No
DA/DL Header Code Information		Call Blocking (Yes/No)	
Standard Industry Code Information		Auto-Attendant (Yes/No)	No

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS

Voice Edge Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	

Voice Edge Additional Voice Details

Caller ID (Yes/No)	
International Dialing (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	
Enterprise Extension Dialing?	

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>CITY OF DELRAY BEACH</u>	City	<u>DELRAY BEACH</u>
Billing Name (3rd Party Accounts)	_____	State	<u>FL</u>
Address 1	<u>100 NW 1ST AVEFLR 1</u>	ZIP Code	<u>33444</u>
Address 2	_____	Billing Contact Email	<u>reynoldsj@mydelraybeach.com</u>
Billing Contact Name	<u>Jennifer Reynolds</u>	Billing Contact Phone	<u>(561) 243-7192</u>
Tax Exempt?*	<u>Yes</u>	Billing Fax Number	_____

* If yes, please provide and attach tax exemption certificate.

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

2. Comcast Business Voice, Internet, TV, Comcast Business SecurityEdge and Comcast Business SmartOffice™ Services ("Service") carry a 30 day* money back guarantee**. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

**The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

4. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

5. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

6. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS DIGITAL VOICE SERVICE, CUSTOMER, BY SIGNING BELOW, ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE FOLLOWING 911 NOTICE:

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx .	
Signature:	
Print:	<u>DON MARESCA</u>
Title:	<u>ASSISTANT GT DIRECTOR</u>
Date:	<u>03/05/2020</u>

FOR COMCAST USE ONLY	
Sales Representative:	<u>Melanie Sparks</u>
Sales Representative Code:	_____
Sales Manager/Director Name:	<u>Enterprise Sales Manager</u>
Sales Manager/Director Approval:	_____
Division:	<u>Central</u>
SmartOffice License Number:	_____

From: [Reynolds, Jennifer](#)
To: [Edkin, Tim](#)
Cc: [Marese, Don](#)
Subject: CM's office comcast install
Date: Friday, March 6, 2020 2:45:00 PM

Tim,

The install has been scheduled to take place between 8-10am on 3/9/20. The estimated time to install is 2hrs, so if they show up at 10am, the expected completion of the install would be around noon.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:(561)243-7192) · Fax [\(561\) 243-7188](tel:(561)243-7188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: [DocuSign System](#) on behalf of [Comcast Business Disconnect via DocuSign](#)
To: [Reynolds, Jennifer](#)
Subject: Comcast Business Voluntary Disconnect Request
Date: Friday, June 26, 2020 2:13:13 PM

****Please be cautious****

This email originated from outside of The City of Delray Beach. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please review and sign your document



From:



Comcast Business Disconnect
(voluntary_disconnect_request@cable.comcast.com)
Comcast

Hello JENNIFER_REYNOLDS,

Hi, Please sign the envelope. Thanks, Comcast

[View Documents](#)

Alternately, you can access these documents by visiting [docuSign.com](#), clicking the "Access Document" link, and using this security code:

97CE80629F2C470A92479BFFFE58D71F1

DocuSign. The fastest way to get a signature.®

This message was sent to you by Comcast Business Disconnect who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request.

From: [Edkin, Tim](#)
To: [Hooks, Miglena](#)
Cc: [Reynolds, Jennifer](#)
Subject: Comcast Install
Date: Tuesday, March 10, 2020 8:22:16 AM

Miglena,

Thanks much for your work yesterday getting that Comcast line installed in City Hall. Your persistence in pushing the tech and finding the cables are the only reason the job got done. It was a long time to deal with that one project, but your efforts pushed it through to completion. Great work.

Tim Edkin

From: [Reynolds, Jennifer](#)
To: [Stacy, Jay](#)
Cc: [Marese, Don](#); [Johnson, Adriane](#)
Subject: Comcast disconnect for the CM's office
Date: Friday, June 26, 2020 2:23:00 PM
Attachments: [Comcast Business Voluntary Disconnect Request.pdf](#)

Jay,

Attached is the unsigned disconnect request comcast sent me to disconnect the line. There is an early termination fee of \$622.57. Would you like me to proceed with signing this and sending it back to comcast?

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:5612437192) · Fax [\(561\) 243-7188](tel:5612437188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com. Web: www.mydelraybeach.com

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COMCAST BUSINESS

Disconnect Request Form

To: Comcast Business Services
700 Dresher Road
Horsham PA 19044

Attention: Disconnect Processing
Direct Dial: 1-800-391-3000 Fax: 1-866-954-6624
E-Mail: voluntary_disconnect_request@cable.comcast.com

A. Please accept this letter as an authorized written request to disconnect Business Class Services for:

CITY OF DELRAY BEACH_

Company Name

100 NW 1ST AVE FL 1

Address

DELRAY BEACH

FL

33444

City

8535114200993372

State

Zip

CR912422524

Account #

MACD#

Ticket #

B. Select one:

<input type="checkbox"/> Transfer Existing Service	Stop Service Date: _____ Start Service Date: _____ New Address: _____ City: _____ State: _____ Zip: _____
<input checked="" type="checkbox"/> Permanent Disconnect	Stop Service Date: _____ Would you recommend our product/service to others in your industry? Disconnect Reason: _____ Check all that apply: <input type="checkbox"/> Voice Disconnect <input checked="" type="checkbox"/> Internet Disconnect <input type="checkbox"/> Video Disconnect <input type="checkbox"/> Smart Office Disconnect <input type="checkbox"/> Cloud Solutions Disconnect
<input type="checkbox"/> Voice Port Out	I will be porting my number(s) to: _____

C. Approval

Authorized Signature
JENNIFER_REYNOLDS

Date of Request

Print Name

Contact Telephone Number

Final 'Bill To' Address

D. Important Information regarding your company's Business Class Account

EARLY TERMINATION FEE AND NOTICE OF TERMINATION

Pursuant to Comcast's records, Early Termination Fee liability:

622.57

Pursuant to the General Terms and Conditions (GTC) of my company's Comcast Business Class Service Order Agreement. My company may be liable for 100% of the balance remaining if services are disconnected or terminated during the initial term (Early Termination Fee). My company will also be billed for any Comcast Equipment that is not returned to a Comcast Service Center (like cable modem and television set-top boxes). If my company is terminating Services as indicated above, **this document will serve as my company's 30 day notice of termination (as required by the GTC)**. My company will be responsible for outstanding amounts due for the Services through the actual date of termination.

If my company decides to reconnect its Business Class account, it will be assigned a new email address and Static IP (if applicable) and/or telephone number(s), as applicable.

If my company is taking (porting) its telephone number(s) to another provider, it must contact the new provider to set up service. The new provider will contact Comcast to terminate the company's Business Class Voice Service (to ensure there will be no loss of service during the transfer).

Comcast Business

Next steps for disconnecting service

1 | Complete the disconnect form emailed via DocuSign.

- For support on how to submit an e-signature, please reference [DocuSign support](#).
- If the reason for disconnection is not listed within the form, choose the most relevant option.
- The disconnect notification period will begin on the date the form is signed via e-signature. Until then, the account will remain active and continue to be billed. For details on the service termination policy and disconnect period, reference the Comcast Business [Terms & Conditions](#).

2 | Return your device(s) associated with your service, including modem, phone or cable box.

Making returns is free and easy. The UPS Store® will pack and ship it for you. Just bring your equipment to The UPS Store and they'll take care of the rest - at no cost to you. A store associate will scan the equipment serial number so we can make sure your account is properly updated. [Find a UPS Store location near you](#).

3 | Questions?

[Contact us 24/7](#). We're here to help.

From: [DocuSign System](#) on behalf of [Comcast Business Disconnect via DocuSign](#)
To: [Reynolds, Jennifer](#)
Subject: Completed: Comcast Business Voluntary Disconnect Request
Date: Friday, June 26, 2020 3:42:11 PM
Attachments: [SMB_VDR_Merged.pdf](#)
[Signed-on-Paper_068095bb-baef-4af1-9151-70112d3c7f78.pdf](#)

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This email originated from outside of The City of Delray Beach. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Your document has been completed



Sent on behalf of Comcast Business Disconnect at Comcast

JENNIFER_REYNOLDS,

All parties have completed the envelope 'Comcast Business Voluntary Disconnect Request'.

Did you enjoy your DocuSign experience? To get DocuSign for your business to easily sign, send, and manage documents, visit the [Cloud Solutions Marketplace from Comcast Business](#). Cloud Solutions is an online marketplace of business grade cloud solutions. It offers a carefully selected collection of best-in-class cloud solutions for Comcast Business customers. Visit Cloud Solutions today.

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Security settings or invalid file format do not permit using SMB_VDR_Merged.pdf (336045 Bytes).

Security settings or invalid file format do not permit using Signed-on-Paper_068095bb-baef-4af1-9151-70112d.pdf (191222 Bytes)

From: [Reynolds, Jennifer](#)
To: [Johnson, Adriane](#)
Cc: [Stacy, Jay](#); [Marese, Don](#)
Subject: FW: Completed: Comcast Business Voluntary Disconnect Request
Date: Friday, June 26, 2020 3:45:00 PM
Attachments: [SMB_VDR_Merged.pdf](#)
[Signed-on-Paper_068095bb-baef-4af1-9151-70112d3c7f78.pdf](#)

Adriane,

Attached is the signed disconnect form for the cm's comcast line. There will be an early termination fee of \$622.57 once this is processed. Comcast customer support said it takes 30 days to actually terminate the account as well so we may get one additional month of charges for this account as well.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:5612437192) · Fax [\(561\) 243-7188](tel:5612437188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: DocuSign System <dse@docusign.net>
Sent: Friday, June 26, 2020 3:42 PM
To: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Subject: Completed: Comcast Business Voluntary Disconnect Request

****Please be cautious****

This email originated from outside of The City of Delray Beach. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Your document has been completed



Sent on behalf of Comcast Business Disconnect at Comcast

JENNIFER_REYNOLDS,

All parties have completed the envelope 'Comcast Business Voluntary Disconnect Request'.

Did you enjoy your DocuSign experience? To get DocuSign for your business to easily sign, send, and manage documents, visit the [Cloud Solutions Marketplace from Comcast Business](#). Cloud Solutions is an online marketplace of business grade cloud solutions. It offers a carefully selected collection of best-in-class

cloud solutions for Comcast Business customers. Visit Cloud Solutions today.

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From: [Reynolds, Jennifer](#)
To: [Edkin, Tim](#)
Cc: [Marese, Don](#)
Subject: FW: INSTALLATION CONFIRMED: Register for My Account
Date: Friday, March 6, 2020 2:35:00 PM

Tim,

Install information for Monday is below.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:(561)243-7192) · Fax [\(561\) 243-7188](tel:(561)243-7188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Comcast Business <noreply@comcast.com>
Sent: Friday, March 6, 2020 2:19 PM
To: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Subject: INSTALLATION CONFIRMED: Register for My Account



[Help & Support](#)

Thank you for choosing Comcast Business

To get started, confirm your appointment with us.
Next, learn how to prepare for your installation and
register for
My Account to get the most out of your new
services.

[CONFIRM / CHANGE APPOINTMENT](#)

Installation for Internet

A technician will arrive at your service location during the time window provided below.

Installation Date:	Installation Window:	
Monday, March 9	08:00AM- 10:00AM	

3 Steps to Prepare for Your Installation:

1. [Register for My Account](#). To register, you will need the email address you provided when placing your order and your account number which is listed below. Once registered, you can customize billing options, sign up for text and email alerts, locate XFINITY® hotspots, and much more.
2. **Make sure your experts are on hand.** You will need to be present during the installation to review your order and sign for completed work. An IT contact may also be needed for any questions or assistance needed by our technicians.
3. **Find a place for your hardware.** Choose an area to house your Comcast Business equipment.



Order Summary

Order Number:	24627180
Account Number:	8535114200993372
Business Name:	CITY OF DELRAY BEACH
Service Address:	100 NW 1ST AVE FLR 1
Installation Date:	Monday, March 9 08:00AM- 10:00AM
IP Address:	50.250.114.57

Subnet Mask:	255.255.255.252
Gateway IP:	50.250.114.58
DNS Info:	75.75.75.75 (Primary) 75.75.76.76 (Secondary)

Still have questions or need to make changes to your account information? Contact us at (855) 336-6983. We are always here to support you.



This is a service-related email. Comcast will occasionally send you service-related emails to inform you of service upgrades or new benefits.

Comcast respects your privacy. For a complete description of our privacy policy, [click here](#).

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Comcast Cable
One Comcast Center
1701 JFK Boulevard, Philadelphia, PA 19103
Attn: Email Communications



From: [Reynolds, Jennifer](#)
To: [Ingber, David](#)
Subject: FW: business class comcast 75mb
Date: Friday, June 26, 2020 2:02:00 PM
Attachments: [SIGNED-CITY OF DELRAY BEACH-BCT175-030520.pdf](#)
[image001.png](#)

David,

I have been asked to cancel the comcast account that was setup for the attached order. Can you please send me the account number associated with it to cancel it.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](#) · Fax [\(561\) 243-7188](#) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Reynolds, Jennifer
Sent: Thursday, March 5, 2020 12:23 PM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Edkin, Tim <edkint@mydelraybeach.com>; Marese, Don <marese@mydelraybeach.com>
Subject: RE: business class comcast 75mb

David,

Attached is the signed request.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](#) · Fax [\(561\) 243-7188](#) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Ingber, David <David_Ingber@comcast.com>
Sent: Thursday, March 5, 2020 9:23 AM
To: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Subject: RE: business class comcast 75mb

Jennifer

Attached please find copy of Comcast's Service Order Request for our Business Class Internet 75MB. Please review, sign and forward back to me. Once signed Service Agreement is received we'll schedule your installation. Estimated completion within 48 hours. Please call me if you have any questions.

Thanks

David

David Ingber

Strategic Account Manager, Florida

789 International Parkway

Sunrise, Florida 33325

954.551.9368 (Mobile) | 800-741-4141 (Enterprise Care)

david_ingber@comcast.com | www.Business.Comcast.com/Enterprise

ETHERNET PRIVATE LINE | DEDICATED INTERNET ACCESS | ETHERNET VIRTUAL PRIVATE LINE | ETHERNET NETWORK SERVICE
Telecom Diverse | Easily Scalable | High Capacity | 24/7 Support | MEF Certified Carrier Ethernet | Tailored Bandwidth Solutions

**COMCAST
BUSINESS**

[Click HERE for serviceable Markets](#)

From: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Sent: Thursday, March 5, 2020 9:07 AM
To: Ingber, David <David_Ingber@comcast.com>
Subject: [EXTERNAL] RE: business class comcast 75mb

David,

Can you please let me know if you can provide answers to the questions below sometime today. I am being asked for these details and am in need of a response. If you are not able to respond today, is there someone else you can direct me to follow-up with?

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David,

As discussed, I am requesting a new business class internet install at the 75Mb rate. This install should be added to account number 8535114200838619.

COMCAST BUSINESS	Account Number 8535 01 001 0000319	Billing Date Oct 12, 2019	Services From Oct 15, 2019 to Nov 14, 2019
...continued			
Equipment Fee		\$16.95	
CITY OF DELRAY BEACH		\$52.27	
100 NW 1ST AVE, DELRAY BEACH FL 33444-2612 Account Number: 8535114200838619			
Regular monthly charges	Oct 05 - Nov 14	\$52.20	
TV Variety		\$44.95	
TV Adapter		\$0.50	
Broadcast TV Fee		\$6.75	

Regards,
Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer
City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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CUSTOMER INFORMATION (Service Location)	
Address 1 100 NW 1ST AVE	City DELRAY BEACH
Address 2 FLR 1	State FL
Primary Contact Name Jennifer Reynolds	ZIP Code 33444
Business Phone (561) 243-7192	County
Cell Phone	Email Address reynoldsj@mydelraybeach.com
Pager Number	Primary Fax Number
Technical Contact Name	Tech Contact On-Site? No
Technical Contact Business Phone	Technical Contact Email
Property Manager Contact Name	Property Mgr. Phone

COMCAST BUSINESS SERVICES

Selection (X)	
Business Voice	
Business Internet	X
Business TV	
Service Term (Months)	12

COMCAST BUSINESS SERVICES DETAILS

Business Voice*	Comcast Business Packages																																															
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* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
VoiceEdge Select Seats	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Handset	0	\$4.95	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$4.95	\$0.00	\$0.00	\$0.00

*Bundle include : Auto attendant, Hunt Group and Base station.

Business Internet*	Business TV**																																																																				
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*** Not available in home offices or private view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.
 ** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business					Total Monthly Service Charge	
	Selection(X)	Quantity	Unit Cost	Total Cost		\$138.35
Business Internet/TV/Voice Installation Fee	X		\$99.95	\$99.95	Promotional Code (if applicable)	
Voice Activation Fee*					Discount On Internet (if applicable)	
Auto-Attendant Setup Fee					Discount On Video (if applicable)	
Toll Free Activation Fee					Discount On Voice (if applicable)	
Directory Listing Suppression Fee					Discount On VoiceEdge Select Seats (if applicable)	
VoiceEdge Select Seat Activation Fee**						

* Per line activation fee, up to four (4) line maximum charge.
 ** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$0.00

Total Recurring Monthly Bill: \$138.35

Total Installation Charges: \$99.95

* Does not include Custom Installation Fees.

* Applicable federal, state, and local taxes and fees may apply.

GENERAL SPECIAL INSTRUCTIONS

Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)		Additional Voice Details	
Directory Listing Phone Number		Caller ID (Yes/No)	
Directory Listing Display Name		Caller ID Display Name (max 15 char.)	
DA/DL Header Text Information		International Dialing (Yes/No)	No
DA/DL Header Code Information		Call Blocking (Yes/No)	
Standard Industry Code Information		Auto-Attendant (Yes/No)	No

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS

Voice Edge Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	

Voice Edge Additional Voice Details

Caller ID (Yes/No)	
International Dialing (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	
Enterprise Extension Dialing?	

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>CITY OF DELRAY BEACH</u>	City	<u>DELRAY BEACH</u>
Billing Name (3rd Party Accounts)	_____	State	<u>FL</u>
Address 1	<u>100 NW 1ST AVEFLR 1</u>	ZIP Code	<u>33444</u>
Address 2	_____	Billing Contact Email	<u>reynoldsj@mydelraybeach.com</u>
Billing Contact Name	<u>Jennifer Reynolds</u>	Billing Contact Phone	<u>(561) 243-7192</u>
Tax Exempt?*	<u>Yes</u>	Billing Fax Number	_____

* If yes, please provide and attach tax exemption certificate.

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

2. Comcast Business Voice, Internet, TV, Comcast Business SecurityEdge and Comcast Business SmartOffice™ Services ("Service") carry a 30 day* money back guarantee*. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

**The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

4. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

5. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

6. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS DIGITAL VOICE SERVICE, CUSTOMER, BY SIGNING BELOW, ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE FOLLOWING 911 NOTICE:

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx .	
Signature:	
Print:	<u>DON MARESCA</u>
Title:	<u>ASSISTANT GT DIRECTOR</u>
Date:	<u>03/05/2020</u>

FOR COMCAST USE ONLY	
Sales Representative:	<u>Melanie Sparks</u>
Sales Representative Code:	_____
Sales Manager/Director Name:	<u>Enterprise Sales Manager</u>
Sales Manager/Director Approval:	_____
Division:	<u>Central</u>
SmartOffice License Number:	_____

COMCAST
BUSINESS

From: [Reynolds, Jennifer](#)
To: [Gay, Tawanda](#)
Cc: [Stacy, Jay](#); [Marese, Don](#); [Johnson, Adriane](#)
Subject: FW: business class comcast 75mb
Date: Friday, June 26, 2020 1:50:00 PM
Attachments: [SIGNED-CITY OF DELRAY BEACH-BCI75-030520.pdf](#)
[image001.png](#)

Tawanda,

I have been asked to cancel the comcast account that was setup for the attached order. Can you please provide me the fill for this as it would have the account number on it. Billing would have started sometime around 3/5/20 for this account.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

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Attached is the signed request.

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Strategic Account Manager, Florida

789 International Parkway

Sunrise, Florida 33325

954.551.9368 (Mobile) | 800-741-4141 (Enterprise Care)

david.ingber@comcast.com | www.Business.Comcast.com/Enterprise

ETHERNET PRIVATE LINE | DEDICATED INTERNET ACCESS | ETHERNET VIRTUAL PRIVATE LINE | ETHERNET NETWORK SERVICE
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**COMCAST
BUSINESS**

[Click HERE for serviceable Markets](#)

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Equipment Fee		\$16.95	
CITY OF DELRAY BEACH		\$52.27	
100 NW 1ST AVE, DELRAY BEACH FL 33444-2612 Account Number: 8535114200838619			
Regular monthly charges	Oct 05 - Nov 14	\$52.20	
TV Variety		\$44.95	
TV Adapter		\$0.50	
Broadcast TV Fee		\$6.75	

Regards,
Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer
City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:5612437192) · Fax [\(561\) 243-7188](tel:5612437188) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

CUSTOMER INFORMATION (Service Location)	
Address 1 100 NW 1ST AVE	City DELRAY BEACH
Address 2 FLR 1	State FL
Primary Contact Name Jennifer Reynolds	ZIP Code 33444
Business Phone (561) 243-7192	County
Cell Phone	Email Address reynoldsj@mydelraybeach.com
Pager Number	Primary Fax Number
Technical Contact Name	Tech Contact On-Site? No
Technical Contact Business Phone	Technical Contact Email
Property Manager Contact Name	Property Mgr. Phone

COMCAST BUSINESS SERVICES

Selection (X)	
Business Voice	
Business Internet	X
Business TV	
Service Term (Months)	12

COMCAST BUSINESS SERVICES DETAILS

Business Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
4+ Lines			
Basic Lines	0		
Toll Free Numbers			
Fax Lines			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

Comcast Business Packages

Package Name:
PACKAGE DESCRIPTION

* Voice offers & options not available in all markets

VoiceEdge Select Selections*

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
VoiceEdge Select Seats	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Handset	0	\$4.95	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$4.95	\$0.00	\$0.00	\$0.00

*Bundle include : Auto attendant, Hunt Group and Base station.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Speed - Deluxe 25	X	\$99.95
Equipment Fee	X	\$18.45

*Business Internet speed tier selections not available in all markets.
*Internet selections & options not available in all markets.

INTERNET OPTIONS	Selection(X)	Total Cost
Static IP V4/V6 - 1	X	\$19.95
Wi-Fi - Business Wifi Standard	X	\$0.00

Business TV**

TV SELECTIONS	Selection	Total Cost	
Basic			
Select			
Information & Entertainment			
Variety			
Standard			
Preferred			
TV OPTIONS	Selection(X)	Total Cost	
Sports Pack**			
Canales Selecto			
Music Choice W/Comcast Business TV			
Other			
Other			
TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			
mini mDTA/mDTA Type	# of Outlets	NRC	MRC

*** Not available in home offices or private view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business					Total Monthly Service Charge	
Selection(X)	Quantity	Unit Cost	Total Cost			\$138.35
Business Internet/TV/Voice Installation Fee	X		\$99.95	\$99.95	Promotional Code (if applicable)	
Voice Activation Fee*					Discount On Internet (if applicable)	
Auto-Attendant Setup Fee					Discount On Video (if applicable)	
Toll Free Activation Fee					Discount On Voice (if applicable)	
Directory Listing Suppression Fee					Discount On VoiceEdge Select Seats (if applicable)	
VoiceEdge Select Seat Activation Fee**						

* Per line activation fee, up to four (4) line maximum charge.
 ** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$0.00

Total Recurring Monthly Bill:* \$138.35

Total Installation Charges:* \$99.95

* Does not include Custom Installation Fees.

* Applicable federal, state, and local taxes and fees may apply.

GENERAL SPECIAL INSTRUCTIONS

Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)		Additional Voice Details	
Directory Listing Phone Number		Caller ID (Yes/No)	
Directory Listing Display Name		Caller ID Display Name (max 15 char.)	
DA/DL Header Text Information		International Dialing (Yes/No)	No
DA/DL Header Code Information		Call Blocking (Yes/No)	
Standard Industry Code Information		Auto-Attendant (Yes/No)	No

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS

Voice Edge Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	

Voice Edge Additional Voice Details

Caller ID (Yes/No)	
International Dialing (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	
Enterprise Extension Dialing?	

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>CITY OF DELRAY BEACH</u>	City	<u>DELRAY BEACH</u>
Billing Name (3rd Party Accounts)	_____	State	<u>FL</u>
Address 1	<u>100 NW 1ST AVEFLR 1</u>	ZIP Code	<u>33444</u>
Address 2	_____	Billing Contact Email	<u>reynoldsj@mydelraybeach.com</u>
Billing Contact Name	<u>Jennifer Reynolds</u>	Billing Contact Phone	<u>(561) 243-7192</u>
Tax Exempt?*	<u>Yes</u>	Billing Fax Number	_____

* If yes, please provide and attach tax exemption certificate.

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

2. Comcast Business Voice, Internet, TV, Comcast Business SecurityEdge and Comcast Business SmartOffice™ Services ("Service") carry a 30 day* money back guarantee*. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

**The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

4. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

5. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

6. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS DIGITAL VOICE SERVICE, CUSTOMER, BY SIGNING BELOW, ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE FOLLOWING 911 NOTICE:

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx .	
Signature:	
Print:	<u>DON MARESCA</u>
Title:	<u>ASSISTANT GT DIRECTOR</u>
Date:	<u>03/05/2020</u>

FOR COMCAST USE ONLY	
Sales Representative:	<u>Melanie Sparks</u>
Sales Representative Code:	_____
Sales Manager/Director Name:	<u>Enterprise Sales Manager</u>
Sales Manager/Director Approval:	_____
Division:	<u>Central</u>
SmartOffice License Number:	_____

COMCAST
BUSINESS

From: [Reynolds, Jennifer](#)
To: [Edkin, Tim](#)
Subject: FW: business class comcast 75mb
Date: Thursday, March 5, 2020 9:51:00 AM
Attachments: [image002.png](#)
[CITY OF DELRAY BEACH-BCI75-030520.pdf](#)

Tim,

Attached in the Comcast business service order agreement David sent me. This is what I printed out for signature. In the agreement it identifies:
monthly charge: \$138.35
one time install fee: \$99.95

David said that once he gets a signed copy of the service order agreement, he will process this and would be able for the install to take place next Monday or Tuesday.

If there are additional cabling requests outside of the install, this is a separate request/cost, and David will be onsite at 3pm today to review the CM's office.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](#) · Fax [\(561\) 243-7188](#) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Ingber, David <David_Ingber@comcast.com>
Sent: Thursday, March 5, 2020 9:23 AM
To: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Subject: RE: business class comcast 75mb

Jennifer

Attached please find copy of Comcast's Service Order Request for our Business Class Internet 75MB. Please review, sign and forward back to me. Once signed Service Agreement is received we'll schedule your installation. Estimated completion within 48 hours. Please call me if you have any questions.

Thanks

David

David Ingber

Strategic Account Manager, Florida

789 International Parkway

Sunrise, Florida 33325

954.551.9368 (Mobile) | 800-741-4141 (Enterprise Care)

david_ingber@comcast.com | www.Business.Comcast.com/Enterprise

ETHERNET PRIVATE LINE | DEDICATED INTERNET ACCESS | ETHERNET VIRTUAL PRIVATE LINE | ETHERNET NETWORK SERVICE
Telecom Diverse | Easily Scalable | High Capacity | 24/7 Support | MEF Certified Carrier Ethernet | Tailored Bandwidth Solutions

COMCAST
BUSINESS

[Click HERE for serviceable Markets](#)

From: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Sent: Thursday, March 5, 2020 9:07 AM
To: Ingber, David <David_Ingber@comcast.com>
Subject: [EXTERNAL] RE: business class comcast 75mb

David,

Can you please let me know if you can provide answers to the questions below sometime today. I am being asked for these details and am in need of a response. If you are not able to respond today, is there someone else you can direct me to follow-up with?

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Reynolds, Jennifer

Sent: Wednesday, March 4, 2020 12:59 PM

To: Ingber, David <David_Ingber@comcast.com>

Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>

Subject: RE: business class comcast 75mb

David,

Can you please provide the monthly cost of the 75mb connection in addition to the estimated time it will take to install.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Reynolds, Jennifer

Sent: Wednesday, March 4, 2020 11:45 AM

To: Ingber, David <David_Ingber@comcast.com>

Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>

Subject: RE: business class comcast 75mb

David,

As a follow-up to this request, can you please provide an estimated time as to when this work can be completed.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Reynolds, Jennifer

Sent: Wednesday, March 4, 2020 11:00 AM

To: Ingber, David <David_Ingber@comcast.com>

Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>

Subject: business class comcast 75mb

David,

As discussed, I am requesting a new business class internet install at the 75Mb rate. This install should be added to account number 8535114200838619.

COMCAST BUSINESS

Account Number
8535 01 001 0000319

Billing Date
Oct 12, 2019

Services From
Oct 15, 2019 to Nov 14, 2019

...continued

Equipment Fee \$16.95

CITY OF DELRAY BEACH ✓ **\$52.27**

100 NW 1ST AVE, DELRAY BEACH FL 33444-2612
Account Number: 8535114200838619

Regular monthly charges Oct 05 - Nov 14 \$52.20

TV Variety \$44.95

TV Adapter \$0.50

Broadcast TV Fee \$6.75

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

COMCAST
BUSINESS

Account Name: CITY OF DELRAY BEACH

ID#: 24627180

CUSTOMER INFORMATION (Service Location)

Address 1 <u>100 NW 1ST AVE</u>	City <u>DELRAY BEACH</u>
Address 2 <u>FLR 1</u>	State <u>FL</u>
Primary Contact Name <u>Jennifer Reynolds</u>	ZIP Code <u>33444</u>
Business Phone <u>(561) 243-7192</u>	County _____
Cell Phone _____	Email Address <u>reynoldsj@mydelraybeach.com</u>
Pager Number _____	Primary Fax Number _____
Technical Contact Name _____	Tech Contact On-Site? <u>No</u>
Technical Contact Business Phone _____	Technical Contact Email _____
Property Manager Contact Name _____	Property Mgr. Phone _____

COMCAST BUSINESS SERVICES

Selection (X)	
Business Voice	
Business Internet	X
Business TV	
Service Term (Months)	
12	

COMCAST BUSINESS SERVICES DETAILS

Business Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
4+ Lines			
Basic Lines	0		
Toll Free Numbers			
Fax Lines			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

Comcast Business Packages

Package Name: _____

PACKAGE DESCRIPTION

* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
VoiceEdge Select Seats	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Handset	0	\$4.95	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$4.95	\$0.00	\$0.00	\$0.00

*Bundle include : Auto attendant, Hunt Group and Base station.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Speed - Deluxe 25	X	\$99.95
Equipment Fee	X	\$18.45

*Business Internet speed tier selections not available in all markets.
*Internet selections & options not available in all markets.

INTERNET OPTIONS	Selection(X)	Total Cost
Static IP V4/V6 - 1	X	\$19.95
Wi-Fi - Business Wifi Standard	X	\$0.00

Business TV***

TV SELECTIONS	Selection	Total Cost	
Basic			
Select			
Information & Entertainment			
Variety			
Standard			
Preferred			
TV OPTIONS	Selection(X)	Total Cost	
Sports Pack**			
Canales Selecto			
Music Choice W/Comcast Business TV			
Other			
Other			
TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			
mini mDTA/mDTA Type	# of Outlets	NRC	MRC

*** Not available in home offices or private view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.
** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost	Total Monthly Service Charge	\$138.35
Business Internet/TV/Voice Installation Fee	X		\$99.95	\$99.95	Promotional Code (if applicable)	_____
Voice Activation Fee*					Discount On Internet (if applicable)	_____
Auto-Attendant Setup Fee					Discount On Video (if applicable)	_____
Toll Free Activation Fee					Discount On Voice (if applicable)	_____
Directory Listing Suppression Fee					Discount On VoiceEdge Select Seats (if applicable)	_____
VoiceEdge Select Seat Activation Fee**						

* Per line activation fee, up to four (4) line maximum charge.
 ** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount _____ \$0.00

Total Recurring Monthly Bill:* \$138.35

Total Installation Charges:* \$99.95

* Does not include Custom Installation Fees.

* Applicable federal, state, and local taxes and fees may apply.

GENERAL SPECIAL INSTRUCTIONS

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	Business Wireless
Number of Static IPs*	1	Business Web Hosting	No

COMCAST BUSINESS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary		
Outlet 2 - Additional		
Outlet 3 - Additional		
Outlet 4 - Additional		
Outlet 5 - Additional		
Outlet 6 - Additional		
Outlet 7 - Additional		
Outlet 8 - Additional		

Additional Comments:

OUTLETS 9 & UP QUANTITY

Digital	
HDTV	
DTA	
HD-DTA	

COMCAST BUSINESS VOICEEDGE SELECT CONFIGURATION DETAILS

Phone #	Type

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

Phone #	Type	Voicemail	Customer Equipment
			Phone System Type (Key System, PBX, Other)
			Phone System Manufacturer
			Fax Machine Manufacturer
			Alarm System Vendor
			Point of Sale Device
			Telco Closet Location
			Hunt Group Configuration Details
			Hunt Group Features Requested (Yes/No)
			Hunt Group Configuration Type
			Hunt Group Pilot Number

Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

Additional Voice Details

Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	No

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS

Voice Edge Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	

Voice Edge Additional Voice Details

Caller ID (Yes/No)	
International Dialing (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	
Enterprise Extension Dialing?	

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>CITY OF DELRAY BEACH</u>	City	<u>DELRAY BEACH</u>
Billing Name (3rd Party Accounts)	<u></u>	State	<u>FL</u>
Address 1	<u>100 NW 1ST AVEFLR 1</u>	ZIP Code	<u>33444</u>
Address 2	<u></u>	Billing Contact Email	<u>reynoldsj@mydelraybeach.com</u>
Billing Contact Name	<u>Jennifer Reynolds</u>	Billing Contact Phone	<u>(561) 243-7192</u>
Tax Exempt?*	<u>Yes</u>	Billing Fax Number	<u></u>

** If yes, please provide and attach tax exemption certificate.*

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

2. Comcast Business Voice, Internet, TV, Comcast Business SecurityEdge and Comcast Business SmartOffice™ Services ("Service") carry a 30 day* money back guarantee**. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

**The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

4. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

5. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

6. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS DIGITAL VOICE SERVICE, CUSTOMER, BY SIGNING BELOW, ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE FOLLOWING 911 NOTICE:

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx .	
Signature: _____	
Print: _____	
Title: _____	
Date: _____	

FOR COMCAST USE ONLY	
Sales Representative: <u>Melanie Sparks</u>	
Sales Representative Code: _____	
Sales Manager/Director Name: <u>Enterprise Sales Manager</u>	
Sales Manager/Director Approval: _____	
Division: <u>Central</u>	
SmartOffice License Number: _____	

From: [Comcast Business](#)
To: [Reynolds, Jennifer](#)
Subject: INSTALLATION CONFIRMED: Register for My Account
Date: Friday, March 6, 2020 2:19:30 PM

Comcast Business



[Help & Support](#)

Thank you for choosing Comcast Business

To get started, confirm your appointment with us.
Next, learn how to prepare for your installation and
register for
My Account to get the most out of your new
services.

[CONFIRM / CHANGE APPOINTMENT](#)

Installation for Internet

A technician will arrive at your service location during the time window provided below.

Installation Date:	Installation Window:
Monday, March 9	08:00AM-10:00AM



3 Steps to Prepare for Your Installation:

1. [Register for My Account](#). To register, you will need the email address you provided when placing your order and your account number which is listed below. Once registered, you can customize billing options, sign up for text and email alerts, locate XFINITY® hotspots, and much more.
2. **Make sure your experts are on hand.** You will need to be present during the installation to review your order and sign for completed work. An IT

contact may also be needed for any questions or assistance needed by our technicians.

3. **Find a place for your hardware.** Choose an area to house your Comcast Business equipment.



Order Summary

Order Number:	24627180
Account Number:	8535114200993372
Business Name:	CITY OF DELRAY BEACH
Service Address:	100 NW 1ST AVE FLR 1
Installation Date:	Monday, March 9 08:00AM-10:00AM
IP Address:	50.250.114.57
Subnet Mask:	255.255.255.252
Gateway IP:	50.250.114.58
DNS Info:	75.75.75.75 (Primary) 75.75.76.76 (Secondary)

Still have questions or need to make changes to your account information? Contact us at (855) 336-6983. We are always here to support you.

Comcast Business



This is a service-related email. Comcast will occasionally send you service-related emails to inform you of service upgrades or new benefits.

Comcast respects your privacy. For a complete description of our privacy policy, [click here](#).

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Comcast Cable
One Comcast Center
1701 JFK Boulevard, Philadelphia, PA 19103
Attn: Email Communications



From: [Edkin, Tim](#)
To: ["david_ingber@comcast.com"](mailto:david_ingber@comcast.com)
Cc: [Reynolds, Jennifer](#)
Subject: Internet Line Install; Subnet Expansion
Date: Friday, March 6, 2020 8:50:14 AM

David,

Nice meeting you yesterday, thanks for coming by and taking a look at that line that needs installation in City Hall.

We need to tightly schedule the install. That office, is of course, one of the most important in the building so it will be necessary to pinpoint, as closely as possible, the need to access that office for the install. If you are not the person that we need to schedule this with please let me know the responsible party and I will contact them.

Also, there is a current subnet expansion project at 3 locations – one has been completed but the other two are still “open”. And ETA available to finish those sites?

On a personal note, the Comcast people I used to deal with down here from Fort Lauderdale included Klayton Fennell, Matt Rizzo, Craig Snedeker, Dawn Stagliano, and Virginia Bosignore. Don’t know, of course, if any are still with the company but it was easy to maintain good relationships with all of them. During my time we renewed the franchise and then dealt with the aftermath of the elimination of the franchise. Fun times!

Thanks!

Tim Edkin

From: [Esther Lamb](#)
To: [Reynolds, Jennifer](#)
Subject: Please Call Us to Review and Schedule Your Comcast Business Service Installation Appointment
Date: Friday, March 6, 2020 7:55:44 AM



[Help & Support](#)

Thank you for choosing Comcast Business.

Order Number: 24627180
Account Number: 8535114200993372
Business Name: CITY OF DELRAY BEACH
Service Address: 100 NW 1ST AVE, FLR 1, DELRAY BEACH, FL 33444

We tried to reach you by phone, but were unsuccessful.

Your Comcast Business sales representative, David Ingber, sent us your order information. Please call us at 855-336-6983 and reference order # 24627180 so that we can make sure everything is correct and schedule your installation appointment.

Additionally, we'd like to answer any questions you may have and explain what our service technician will need to be ready on the day of install.

Thank you for choosing Comcast Business. We look forward to working with you.

Sincerely,
Comcast Business
855-336-6983



This is a service-related email. Comcast will occasionally send you service-related emails to provide you with information about your service, including information about service upgrades and new benefits.

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Comcast respects your privacy. For a complete description of our privacy policy, [click here](#).

Comcast
One Comcast Center
1701 JFK Blvd., Philadelphia, PA 19103-2838
Attn: Business Services



From: [Comcast Business](#)
To: [Reynolds, Jennifer](#)
Subject: Please Call Us to Review and Schedule Your Comcast Business Service Installation Appointment
Date: Friday, March 6, 2020 11:10:42 AM



[Help & Support](#)

Thank you for choosing Comcast Business.

Order Number: 24627180
Account Number: 8535114200993372
Business Name: CITY OF DELRAY BEACH
Service Address: 100 NW 1ST AVE, FLR 1, DELRAY BEACH, FL 33444

We tried to reach you by phone, but were unsuccessful.

Your Comcast Business sales representative, David Ingber, sent us your order information. Please call us at 855-336-6983 and reference order # 24627180 so that we can make sure everything is correct and schedule your installation appointment.

Additionally, we'd like to answer any questions you may have and explain what our service technician will need to be ready on the day of install.

Thank you for choosing Comcast Business. We look forward to working with you.

Sincerely,
Comcast Business
855-336-6983



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Comcast
One Comcast Center
1701 JFK Blvd., Philadelphia, PA 19103-2838
Attn: Business Services



From: [Hooks, Miglena](#)
To: [Edkin, Tim](#)
Cc: [Reynolds, Jennifer](#)
Subject: RE: Comcast Install
Date: Tuesday, March 10, 2020 8:26:00 AM

Any time Tim,

I learned about the Comcast connections myself, which is good for any future Comcast installations

Thank you!

Miglena Hooks | Application Support Specialist

Office Extension 7148 | Email: hooksm@mydelraybeach.com

HelpDesk Extension 7191 | Direct 561-243-7148 or 561-243-7191

City of Delray Beach | 150 NW 1st Avenue Delray Beach, FL 33444

Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Edkin, Tim <edkint@mydelraybeach.com>
Sent: Tuesday, March 10, 2020 8:22 AM
To: Hooks, Miglena <HooksM@mydelraybeach.com>
Cc: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Subject: Comcast Install

Miglena,

Thanks much for your work yesterday getting that Comcast line installed in City Hall. Your persistence in pushing the tech and finding the cables are the only reason the job got done. It was a long time to deal with that one project, but your efforts pushed it through to completion. Great work.

Tim Edkin

From: [Stacy, Jay](#)
To: [Reynolds, Jennifer](#)
Cc: [Marese, Don](#); [Johnson, Adriane](#)
Subject: RE: Comcast disconnect for the CM's office
Date: Friday, June 26, 2020 2:58:26 PM

Yes.

From: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Sent: Friday, June 26, 2020 2:24 PM
To: Stacy, Jay <stacy@mydelraybeach.com>
Cc: Marese, Don <marese@mydelraybeach.com>; Johnson, Adriane <JohnsonA@mydelraybeach.com>
Subject: Comcast disconnect for the CM's office

Jay,

Attached is the unsigned disconnect request comcast sent me to disconnect the line. There is an early termination fee of \$622.57. Would you like me to proceed with signing this and sending it back to comcast?

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:561-243-7192) · Fax [\(561\) 243-7188](tel:561-243-7188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: [Ingber, David](#)
To: [Reynolds, Jennifer](#)
Subject: RE: business class comcast 75mb
Date: Thursday, March 5, 2020 9:23:26 AM
Attachments: [image002.png](#)
[CITY OF DELRAY BEACH-BCI75-030520.pdf](#)

Jennifer

Attached please find copy of Comcast's Service Order Request for our Business Class Internet 75MB. Please review, sign and forward back to me. Once signed Service Agreement is received we'll schedule your installation. Estimated completion within 48 hours. Please call me if you have any questions.

Thanks

David

David Ingber

Strategic Account Manager, Florida
789 International Parkway
Sunrise, Florida 33325
954.551.9368 (Mobile) | 800-741-4141 (Enterprise Care)
david_ingber@comcast.com | www.Business.Comcast.com/Enterprise

ETHERNET PRIVATE LINE | DEDICATED INTERNET ACCESS | ETHERNET VIRTUAL PRIVATE LINE | ETHERNET NETWORK SERVICE
Telecom Diverse | Easily Scalable | High Capacity | 24/7 Support | MEF Certified Carrier Ethernet | Tailored Bandwidth Solutions

COMCAST
BUSINESS [Click HERE for serviceable Markets](#)

From: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Sent: Thursday, March 5, 2020 9:07 AM
To: Ingber, David <David_Ingber@comcast.com>
Subject: [EXTERNAL] RE: business class comcast 75mb

David,

Can you please let me know if you can provide answers to the questions below sometime today. I am being asked for these details and am in need of a response. If you are not able to respond today, is there someone else you can direct me to follow-up with?

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:5612437192) · Fax [\(561\) 243-7188](tel:5612437188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com. Web: www.mydelraybeach.com

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From: Reynolds, Jennifer
Sent: Wednesday, March 4, 2020 12:59 PM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>
Subject: RE: business class comcast 75mb

David,

Can you please provide the monthly cost of the 75mb connection in addition to the estimated time it will take to install.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:5612437192) · Fax [\(561\) 243-7188](tel:5612437188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com. Web: www.mydelraybeach.com

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mail communications may therefore be subject to public disclosure.

From: Reynolds, Jennifer
Sent: Wednesday, March 4, 2020 11:45 AM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>
Subject: RE: business class comcast 75mb

David,

As a follow-up to this request, can you please provide an estimated time as to when this work can be completed.

Regards,
Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com. Web: www.mydelraybeach.com

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From: Reynolds, Jennifer
Sent: Wednesday, March 4, 2020 11:00 AM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>
Subject: business class comcast 75mb

David,

As discussed, I am requesting a new business class internet install at the 75Mb rate. This install should be added to account number 8535114200838619.

COMCAST BUSINESS		Account Number	Billing Date	Services From
...continued		8535 01 001 0000319	Oct 12, 2019	Oct 15, 2019 to Nov 14, 2019
Equipment Fee				\$16.95
CITY OF DELRAY BEACH				\$52.27
100 NW 1ST AVE, DELRAY BEACH FL 33444-2612 Account Number: 8535114200838619				
Regular monthly charges	Oct 05 - Nov 14			\$52.20
TV Variety				\$44.95
TV Adapter				\$0.50
Broadcast TV Fee				\$6.75

Regards,
Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com. Web: www.mydelraybeach.com

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COMCAST
BUSINESS

Account Name: CITY OF DELRAY BEACH

ID#: 24627180

CUSTOMER INFORMATION (Service Location)

Address 1 <u>100 NW 1ST AVE</u>	City <u>DELRAY BEACH</u>
Address 2 <u>FLR 1</u>	State <u>FL</u>
Primary Contact Name <u>Jennifer Reynolds</u>	ZIP Code <u>33444</u>
Business Phone <u>(561) 243-7192</u>	County _____
Cell Phone _____	Email Address <u>reynoldsj@mydelraybeach.com</u>
Pager Number _____	Primary Fax Number _____
Technical Contact Name _____	Tech Contact On-Site? <u>No</u>
Technical Contact Business Phone _____	Technical Contact Email _____
Property Manager Contact Name _____	Property Mgr. Phone _____

COMCAST BUSINESS SERVICES

Selection (X)	
Business Voice	
Business Internet	X
Business TV	
Service Term (Months)	
12	

COMCAST BUSINESS SERVICES DETAILS

Business Voice*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
4+ Lines			
Basic Lines	0		
Toll Free Numbers			
Fax Lines			
Equipment Fee			
VOICE OPTIONS	Selection(X)	Total Cost	
Voicemail	0		
Enhanced Listings			
Auto-Attendant			

Comcast Business Packages

Package Name: _____

PACKAGE DESCRIPTION

* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
VoiceEdge Select Seats	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Handset	0	\$4.95	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$4.95	\$0.00	\$0.00	\$0.00

*Bundle include : Auto attendant, Hunt Group and Base station.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Speed - Deluxe 25	X	\$99.95
Equipment Fee	X	\$18.45

*Business Internet speed tier selections not available in all markets.
*Internet selections & options not available in all markets.

INTERNET OPTIONS	Selection(X)	Total Cost
Static IP V4/V6 - 1	X	\$19.95
Wi-Fi - Business Wifi Standard	X	\$0.00

Business TV***

TV SELECTIONS	Selection	Total Cost	
Basic			
Select			
Information & Entertainment			
Variety			
Standard			
Preferred			
TV OPTIONS	Selection(X)	Total Cost	
Sports Pack**			
Canales Selecto			
Music Choice W/Comcast Business TV			
Other			
Other			
TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			
mini mDTA/mDTA Type	# of Outlets	NRC	MRC

*** Not available in home offices or private view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.
** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost	Total Monthly Service Charge	\$138.35
Business Internet/TV/Voice Installation Fee	X		\$99.95	\$99.95	Promotional Code (if applicable)	_____
Voice Activation Fee*					Discount On Internet (if applicable)	_____
Auto-Attendant Setup Fee					Discount On Video (if applicable)	_____
Toll Free Activation Fee					Discount On Voice (if applicable)	_____
Directory Listing Suppression Fee					Discount On VoiceEdge Select Seats (if applicable)	_____
VoiceEdge Select Seat Activation Fee**						

* Per line activation fee, up to four (4) line maximum charge.
 ** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount _____ \$0.00

Total Recurring Monthly Bill:* \$138.35

Total Installation Charges:* \$99.95

* Does not include Custom Installation Fees.

* Applicable federal, state, and local taxes and fees may apply.

GENERAL SPECIAL INSTRUCTIONS

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	Business Wireless
Number of Static IPs*	1	Business Web Hosting	No

COMCAST BUSINESS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary		
Outlet 2 - Additional		
Outlet 3 - Additional		
Outlet 4 - Additional		
Outlet 5 - Additional		
Outlet 6 - Additional		
Outlet 7 - Additional		
Outlet 8 - Additional		

Additional Comments:

OUTLETS 9 & UP QUANTITY

Digital	
HDTV	
DTA	
HD-DTA	

COMCAST BUSINESS VOICEEDGE SELECT CONFIGURATION DETAILS

Phone #	Type

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

Phone #	Type	Voicemail	Customer Equipment
			Phone System Type (Key System, PBX, Other)
			Phone System Manufacturer
			Fax Machine Manufacturer
			Alarm System Vendor
			Point of Sale Device
			Telco Closet Location
			Hunt Group Configuration Details
			Hunt Group Features Requested (Yes/No)
			Hunt Group Configuration Type
			Hunt Group Pilot Number

Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

Additional Voice Details

Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	No

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS

Voice Edge Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	

Voice Edge Additional Voice Details

Caller ID (Yes/No)	
International Dialing (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	
Enterprise Extension Dialing?	

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>CITY OF DELRAY BEACH</u>	City	<u>DELRAY BEACH</u>
Billing Name (3rd Party Accounts)	<u></u>	State	<u>FL</u>
Address 1	<u>100 NW 1ST AVEFLR 1</u>	ZIP Code	<u>33444</u>
Address 2	<u></u>	Billing Contact Email	<u>reynoldsj@mydelraybeach.com</u>
Billing Contact Name	<u>Jennifer Reynolds</u>	Billing Contact Phone	<u>(561) 243-7192</u>
Tax Exempt?*	<u>Yes</u>	Billing Fax Number	<u></u>

** If yes, please provide and attach tax exemption certificate.*

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

2. Comcast Business Voice, Internet, TV, Comcast Business SecurityEdge and Comcast Business SmartOffice™ Services ("Service") carry a 30 day* money back guarantee**. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

**The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

4. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

5. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

6. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS DIGITAL VOICE SERVICE, CUSTOMER, BY SIGNING BELOW, ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE FOLLOWING 911 NOTICE:

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx .	
Signature: _____	
Print: _____	
Title: _____	
Date: _____	

FOR COMCAST USE ONLY	
Sales Representative: <u>Melanie Sparks</u>	
Sales Representative Code: _____	
Sales Manager/Director Name: <u>Enterprise Sales Manager</u>	
Sales Manager/Director Approval: _____	
Division: <u>Central</u>	
SmartOffice License Number: _____	

From: [Reynolds, Jennifer](#)
To: [Ingber, David](#)
Subject: RE: business class comcast 75mb
Date: Thursday, March 5, 2020 9:06:00 AM

David,

Can you please let me know if you can provide answers to the questions below sometime today. I am being asked for these details and am in need of a response. If you are not able to respond today, is there someone else you can direct me to follow-up with?

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Reynolds, Jennifer
Sent: Wednesday, March 4, 2020 12:59 PM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>
Subject: RE: business class comcast 75mb

David,

Can you please provide the monthly cost of the 75mb connection in addition to the estimated time it will take to install.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Reynolds, Jennifer
Sent: Wednesday, March 4, 2020 11:45 AM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>
Subject: RE: business class comcast 75mb

David,

As a follow-up to this request, can you please provide an estimated time as to when this work can be completed.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Reynolds, Jennifer
Sent: Wednesday, March 4, 2020 11:00 AM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>
Subject: business class comcast 75mb

David,

As discussed, I am requesting a new business class internet install at the 75Mb rate. This install should be added to account number 8535114200838619.

COMCAST BUSINESS		Account Number 8535 01 001 0000319	Billing Date Oct 12, 2019	Services From Oct 15, 2019 to Nov 14, 2019
...continued				
Equipment Fee			\$16.95	
CITY OF DELRAY BEACH			\$52.27	
100 NW 1ST AVE, DELRAY BEACH FL 33444-2612 Account Number: 8535114200838619				
Regular monthly charges	Oct 05 - Nov 14		\$52.20	
TV Variety			\$44.95	
TV Adapter			\$0.50	
Broadcast TV Fee			\$6.75	

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: [Edkin, Tim](#)
To: [Reynolds, Jennifer](#)
Subject: RE: business class comcast 75mb
Date: Thursday, March 5, 2020 8:48:02 AM

Jennifer,

Give it another hour or so and then gig him. ACM Love needs to know the monthly and installation costs.

Thanks.

From: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Sent: Wednesday, March 4, 2020 12:59 PM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>
Subject: RE: business class comcast 75mb

David,

Can you please provide the monthly cost of the 75mb connection in addition to the estimated time it will take to install.

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Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

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Subject: business class comcast 75mb

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COMCAST BUSINESS

Account Number
8535 01 001 0000319

Billing Date
Oct 12, 2019

Services From
Oct 15, 2019 to Nov 14, 2019

...continued

Equipment Fee \$16.95

CITY OF DELRAY BEACH ✓ **\$52.27**

100 NW 1ST AVE, DELRAY BEACH FL 33444-2612
Account Number: 8535114200838619

Regular monthly charges Oct 05 - Nov 14 \$52.20

TV Variety \$44.95

TV Adapter \$0.50

Broadcast TV Fee \$6.75

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

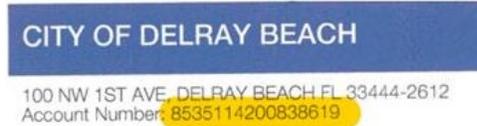
City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: [Reynolds, Jennifer](#)
To: [Ingber, David](#)
Subject: RE: business class comcast 75mb
Date: Wednesday, March 4, 2020 1:35:00 PM
Attachments: [image001.png](#)
[image002.png](#)

David,

The address is below that is associated with the account number:



Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](#) · Fax [\(561\) 243-7188](#) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Ingber, David <David_Ingber@comcast.com>
Sent: Wednesday, March 4, 2020 1:33 PM
To: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Subject: RE: business class comcast 75mb

Jennifer

What is the Installation/Service Address?

Thanks

David

David Ingber

Strategic Account Manager, Florida

789 International Parkway

Sunrise, Florida 33325

954.551.9368 (Mobile) | 800-741-4141 (Enterprise Care)

david_ingber@comcast.com | www.Business.Comcast.com/Enterprise

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Telecom Diverse | Easily Scalable | High Capacity | 24/7 Support | MEF Certified Carrier Ethernet | Tailored Bandwidth Solutions

**COMCAST
BUSINESS**

[Click HERE for serviceable Markets](#)

From: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Sent: Wednesday, March 4, 2020 12:59 PM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkin@mydelraybeach.com>
Subject: [EXTERNAL] RE: business class comcast 75mb

David,

Can you please provide the monthly cost of the 75mb connection in addition to the estimated time it will take to install.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

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COMCAST BUSINESS		Account Number	Billing Date	Services From
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Equipment Fee				\$16.95
CITY OF DELRAY BEACH ✓				\$52.27
100 NW 1ST AVE, DELRAY BEACH FL 33444-2612 Account Number: 8535114200838619				
Regular monthly charges	Oct 05 - Nov 14			\$52.20
TV Variety				\$44.95
TV Adapter				\$0.50
Broadcast TV Fee				\$6.75

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

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CITY OF DELRAY BEACH

100 NW 1ST AVE, DELRAY BEACH FL 33444-2612
Account Number: 8535114200838619

COMCAST
BUSINESS

From: [Ingber, David](#)
To: [Reynolds, Jennifer](#)
Subject: RE: business class comcast 75mb
Date: Wednesday, March 4, 2020 1:32:57 PM
Attachments: [image002.png](#)

Jennifer

What is the Installation/Service Address?

Thanks

David

David Ingber

Strategic Account Manager, Florida

789 International Parkway

Sunrise, Florida 33325

954.551.9368 (Mobile) | 800-741-4141 (Enterprise Care)

david_ingber@comcast.com | www.Business.Comcast.com/Enterprise

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Telecom Diverse | Easily Scalable | High Capacity | 24/7 Support | MEF Certified Carrier Ethernet | Tailored Bandwidth Solutions

**COMCAST
BUSINESS**

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Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>
Subject: [EXTERNAL] RE: business class comcast 75mb

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COMCAST BUSINESS

Account Number: 8535 01 001 0000319 | Billing Date: Oct 12, 2019 | Services From: Oct 15, 2019 to Nov 14, 2019

...continued

Equipment Fee \$16.95

CITY OF DELRAY BEACH ✓ \$52.27

100 NW 1ST AVE, DELRAY BEACH FL 33444-2612
Account Number: 8535114200838619

Regular monthly charges	Oct 05 - Nov 14	\$52.20
TV Variety		\$44.95
TV Adapter		\$0.50
Broadcast TV Fee		\$6.75

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

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COMCAST
BUSINESS

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To: [Ingber, David](#)
Cc: [Marese, Don](#); [Edkin, Tim](#)
Subject: RE: business class comcast 75mb
Date: Wednesday, March 4, 2020 12:59:00 PM

David,

Can you please provide the monthly cost of the 75mb connection in addition to the estimated time it will take to install.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:5612437192) · Fax [\(561\) 243-7188](tel:5612437188) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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Subject: RE: business class comcast 75mb

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Billing Date
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...continued

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From: [Reynolds, Jennifer](#)
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Cc: [Marese, Don](#); [Edkin, Tim](#)
Subject: RE: business class comcast 75mb
Date: Wednesday, March 4, 2020 11:45:00 AM

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Sent: Wednesday, March 4, 2020 11:00 AM

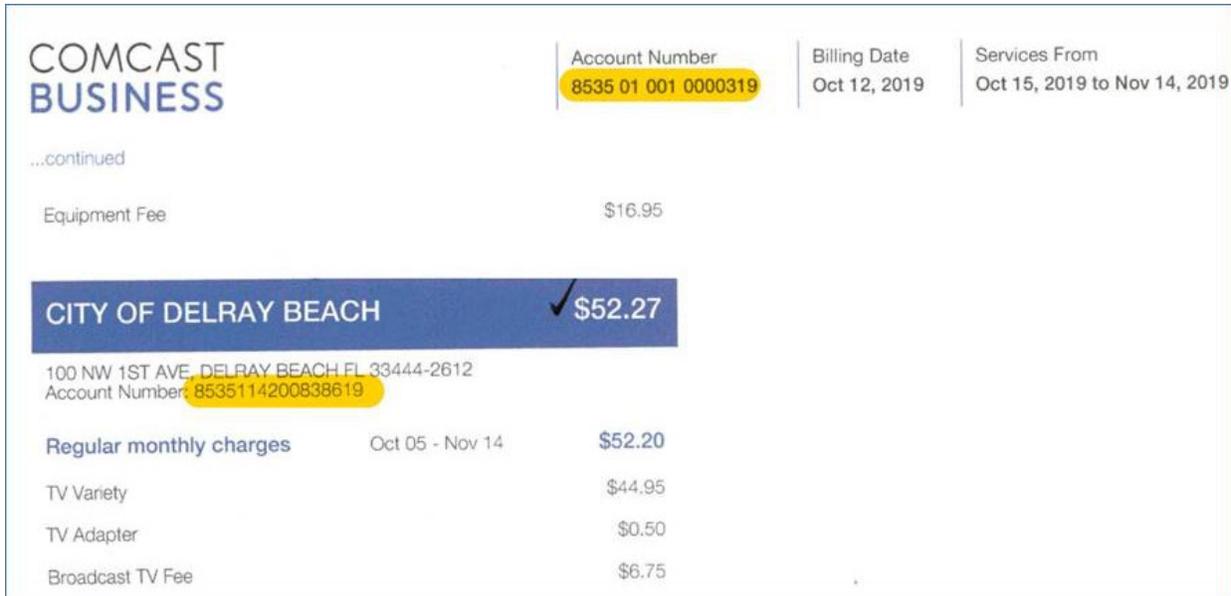
To: Ingber, David <David_Ingber@comcast.com>

Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>

Subject: business class comcast 75mb

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COMCAST BUSINESS		Account Number	Billing Date	Services From
...continued		8535 01 001 0000319	Oct 12, 2019	Oct 15, 2019 to Nov 14, 2019
Equipment Fee				\$16.95
CITY OF DELRAY BEACH				\$52.27
100 NW 1ST AVE, DELRAY BEACH FL 33444-2612				
Account Number: 8535114200838619				
Regular monthly charges	Oct 05 - Nov 14			\$52.20
TV Variety				\$44.95
TV Adapter				\$0.50
Broadcast TV Fee				\$6.75

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Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

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From: [Reynolds, Jennifer](#)
To: [Gay, Tawanda](#)
Cc: [Stacy, Jay](#); [Marese, Don](#); [Johnson, Adriane](#)
Subject: RE: business class comcast 75mb
Date: Friday, June 26, 2020 2:21:00 PM
Attachments: [image001.png](#)

Tawanda,

I was able to get the account number. Please disregard my email below.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](#) · Fax [\(561\) 243-7188](#) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: Reynolds, Jennifer
Sent: Friday, June 26, 2020 1:51 PM
To: Gay, Tawanda <GayT@mydelraybeach.com>
Cc: Stacy, Jay <stacy@mydelraybeach.com>; Marese, Don <marese@mydelraybeach.com>; Johnson, Adriane <JohnsonA@mydelraybeach.com>
Subject: FW: business class comcast 75mb

Tawanda,

I have been asked to cancel the comcast account that was setup for the attached order. Can you please provide me the fill for this as it would have the account number on it. Billing would have started sometime around 3/5/20 for this account.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](#) · Fax [\(561\) 243-7188](#) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Reynolds, Jennifer
Sent: Thursday, March 5, 2020 12:23 PM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Edkin, Tim <edkint@mydelraybeach.com>; Marese, Don <marese@mydelraybeach.com>
Subject: RE: business class comcast 75mb

David,

Attached is the signed request.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

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From: Ingber, David <David_Ingber@comcast.com>
Sent: Thursday, March 5, 2020 9:23 AM
To: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Subject: RE: business class comcast 75mb

Jennifer

Attached please find copy of Comcast's Service Order Request for our Business Class Internet 75MB. Please review, sign and forward back to me.

Once signed Service Agreement is received we'll schedule your installation. Estimated completion within 48 hours. Please call me if you have any questions.

Thanks

David

David Ingber

Strategic Account Manager, Florida

789 International Parkway

Sunrise, Florida 33325

954.551.9368 (Mobile) | 800-741-4141 (Enterprise Care)

david_ingber@comcast.com | www.Business.Comcast.com/Enterprise

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Telecom Diverse | Easily Scalable | High Capacity | 24/7 Support | MEF Certified Carrier Ethernet | Tailored Bandwidth Solutions

**COMCAST
BUSINESS**

[Click HERE for serviceable Markets](#)

From: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>

Sent: Thursday, March 5, 2020 9:07 AM

To: Ingber, David <David_Ingber@comcast.com>

Subject: [EXTERNAL] RE: business class comcast 75mb

David,

Can you please let me know if you can provide answers to the questions below sometime today. I am being asked for these details and am in need of a response. If you are not able to respond today, is there someone else you can direct me to follow-up with?

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\)243-7192](tel:(561)243-7192) · Fax [\(561\)243-7188](tel:(561)243-7188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Reynolds, Jennifer

Sent: Wednesday, March 4, 2020 12:59 PM

To: Ingber, David <David_Ingber@comcast.com>

Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>

Subject: RE: business class comcast 75mb

David,

Can you please provide the monthly cost of the 75mb connection in addition to the estimated time it will take to install.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\)243-7192](tel:(561)243-7192) · Fax [\(561\)243-7188](tel:(561)243-7188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: revnoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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Cc: Marese, Don <marese@mydelraybeach.com>; Edkin, Tim <edkint@mydelraybeach.com>

Subject: business class comcast 75mb

David,

As discussed, I am requesting a new business class internet install at the 75Mb rate. This install should be added to account number 8535114200838619.

The screenshot shows a Comcast Business account statement. At the top left is the Comcast Business logo. To the right, there are three columns: 'Account Number' with the value 8535 01 001 0000319, 'Billing Date' with the value Oct 12, 2019, and 'Services From' with the value Oct 15, 2019 to Nov 14, 2019. Below this, it says '...continued'. The main body of the statement lists charges: 'Equipment Fee' for \$16.95, a highlighted section for 'CITY OF DELRAY BEACH' with a checkmark and a total of '\$52.27', and 'Regular monthly charges' for Oct 05 - Nov 14 for \$52.20. Below these are 'TV Variety' for \$44.95, 'TV Adapter' for \$0.50, and 'Broadcast TV Fee' for \$6.75. The address '100 NW 1ST AVE, DELRAY BEACH FL 33444-2612' and account number '8535114200838619' are also visible.

Account Number	Billing Date	Services From
8535 01 001 0000319	Oct 12, 2019	Oct 15, 2019 to Nov 14, 2019

...continued

Equipment Fee		\$16.95
CITY OF DELRAY BEACH		✓ \$52.27
100 NW 1ST AVE, DELRAY BEACH FL 33444-2612		
Account Number: 8535114200838619		
Regular monthly charges	Oct 05 - Nov 14	\$52.20
TV Variety		\$44.95
TV Adapter		\$0.50
Broadcast TV Fee		\$6.75

Regards,

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COMCAST
BUSINESS

From: [Reynolds, Jennifer](#)
To: [Ingber, David](#)
Subject: RE: business class comcast 75mb
Date: Friday, June 26, 2020 2:21:00 PM
Attachments: [image001.png](#)

David,

I got the account. Please disregard my email below.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](#) · Fax [\(561\) 243-7188](#) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Reynolds, Jennifer
Sent: Friday, June 26, 2020 2:02 PM
To: Ingber, David <David_Ingber@comcast.com>
Subject: FW: business class comcast 75mb

David,

I have been asked to cancel the comcast account that was setup for the attached order. Can you please send me the account number associated with it to cancel it.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](#) · Fax [\(561\) 243-7188](#) (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: Reynolds, Jennifer
Sent: Thursday, March 5, 2020 12:23 PM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Edkin, Tim <edkint@mydelraybeach.com>; Marese, Don <marese@mydelraybeach.com>
Subject: RE: business class comcast 75mb

David,

Attached is the signed request.

Regards,

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Sent: Thursday, March 5, 2020 9:23 AM
To: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Subject: RE: business class comcast 75mb

Jennifer

Attached please find copy of Comcast's Service Order Request for our Business Class Internet 75MB. Please review, sign and forward back to me. Once signed Service Agreement is received we'll schedule your installation. Estimated completion within 48 hours. Please call me if you have any questions.

Thanks

David

David Ingber

Strategic Account Manager, Florida
789 International Parkway
Sunrise, Florida 33325

954.551.9368 (Mobile) | 800-741-4141 (Enterprise Care)

david_ingber@comcast.com | www.Business.Comcast.com/Enterprise

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Telecom Diverse | Easily Scalable | High Capacity | 24/7 Support | MEF Certified Carrier Ethernet | Tailored Bandwidth Solutions

**COMCAST
BUSINESS**

[Click HERE for serviceable Markets](#)

From: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>

Sent: Thursday, March 5, 2020 9:07 AM

To: Ingber, David <David_Ingber@comcast.com>

Subject: [EXTERNAL] RE: business class comcast 75mb

David,

Can you please let me know if you can provide answers to the questions below sometime today. I am being asked for these details and am in need of a response. If you are not able to respond today, is there someone else you can direct me to follow-up with?

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Subject: RE: business class comcast 75mb

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COMCAST BUSINESS		Account Number 8535 01 001 0000319	Billing Date Oct 12, 2019	Services From Oct 15, 2019 to Nov 14, 2019
...continued				
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COMCAST
BUSINESS

From: [Reynolds, Jennifer](#)
To: [Ingber, David](#)
Cc: [Edkin, Tim](#); [Marese, Don](#)
Subject: RE: business class comcast 75mb
Date: Thursday, March 5, 2020 12:22:00 PM
Attachments: [SIGNED-CITY OF DELRAY BEACH-BC175-030520.pdf](#)
[image001.png](#)

David,

Attached is the signed request.

Regards,

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COMCAST
BUSINESS [Click HERE for serviceable Markets](#)

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COMCAST BUSINESS

Account Number
8535 01 001 0000319

Billing Date
Oct 12, 2019

Services From
Oct 15, 2019 to Nov 14, 2019

...continued

Equipment Fee \$16.95

CITY OF DELRAY BEACH ✓ **\$52.27**

100 NW 1ST AVE, DELRAY BEACH FL 33444-2612
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CUSTOMER INFORMATION (Service Location)	
Address 1 100 NW 1ST AVE	City DELRAY BEACH
Address 2 FLR 1	State FL
Primary Contact Name Jennifer Reynolds	ZIP Code 33444
Business Phone (561) 243-7192	County
Cell Phone	Email Address reynoldsj@mydelraybeach.com
Pager Number	Primary Fax Number
Technical Contact Name	Tech Contact On-Site? No
Technical Contact Business Phone	Technical Contact Email
Property Manager Contact Name	Property Mgr. Phone

COMCAST BUSINESS SERVICES

Selection (X)	
Business Voice	
Business Internet	X
Business TV	
Service Term (Months)	12

COMCAST BUSINESS SERVICES DETAILS

Business Voice*	Comcast Business Packages																																														
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>VOICE SELECTIONS</th> <th>Quantity</th> <th>Unit Cost</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr><td>Full Feature Voice Lines</td><td style="text-align: center;">0</td><td></td><td></td></tr> <tr><td>4+ Lines</td><td></td><td></td><td></td></tr> <tr><td>Basic Lines</td><td style="text-align: center;">0</td><td></td><td></td></tr> <tr><td>Toll Free Numbers</td><td></td><td></td><td></td></tr> <tr><td>Fax Lines</td><td></td><td></td><td></td></tr> <tr><td>Equipment Fee</td><td></td><td></td><td></td></tr> <tr> <th>VOICE OPTIONS</th> <th>Selection(X)</th> <th colspan="2">Total Cost</th> </tr> <tr><td>Voicemail</td><td style="text-align: center;">0</td><td></td><td></td></tr> <tr><td>Enhanced Listings</td><td></td><td></td><td></td></tr> <tr><td>Auto-Attendant</td><td></td><td></td><td></td></tr> </tbody> </table>	VOICE SELECTIONS	Quantity	Unit Cost	Total Cost	Full Feature Voice Lines	0			4+ Lines				Basic Lines	0			Toll Free Numbers				Fax Lines				Equipment Fee				VOICE OPTIONS	Selection(X)	Total Cost		Voicemail	0			Enhanced Listings				Auto-Attendant				<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">PACKAGE DESCRIPTION</th> </tr> </thead> <tbody> <tr><td style="height: 100px;"> </td></tr> </tbody> </table>	PACKAGE DESCRIPTION	
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* Voice offers & options not available in all markets.

VoiceEdge Select Selections*

Voice Selections	Quantity	Unit Price(MRC)	Total Price(MRC)	Unit Price(NRC)	Total Price(NRC)
VoiceEdge Select Seats	0	\$0.00	\$0.00	\$0.00	\$0.00
Cordless Handset	0	\$4.95	\$0.00	\$0.00	\$0.00
Cordless Deskphone	0	\$4.95	\$0.00	\$0.00	\$0.00

*Bundle include : Auto attendant, Hunt Group and Base station.

Business Internet*

INTERNET SELECTIONS	Selection(X)	Total Cost
Speed - Deluxe 25	X	\$99.95
Equipment Fee	X	\$18.45

*Business Internet speed tier selections not available in all markets.
*Internet selections & options not available in all markets.

INTERNET OPTIONS	Selection(X)	Total Cost
Static IP V4/V6 - 1	X	\$19.95
Wi-Fi - Business Wifi Standard	X	\$0.00

Business TV**

TV SELECTIONS	Selection	Total Cost	
Basic			
Select			
Information & Entertainment			
Variety			
Standard			
Preferred			
TV OPTIONS	Selection(X)	Total Cost	
Sports Pack**			
Canales Selecto			
Music Choice W/Comcast Business TV			
Other			
Other			
TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			
mini mDTA/mDTA Type	# of Outlets	NRC	MRC

*** Not available in home offices or private view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.
** Available as add-on to Digital Standard & Digital Deluxe TV Selections only.

COMCAST BUSINESS TOTAL SERVICE CHARGES

Comcast Business					Total Monthly Service Charge	
	Selection(X)	Quantity	Unit Cost	Total Cost		\$138.35
Business Internet/TV/Voice Installation Fee	X		\$99.95	\$99.95	Promotional Code (if applicable)	
Voice Activation Fee*					Discount On Internet (if applicable)	
Auto-Attendant Setup Fee					Discount On Video (if applicable)	
Toll Free Activation Fee					Discount On Voice (if applicable)	
Directory Listing Suppression Fee					Discount On VoiceEdge Select Seats (if applicable)	
VoiceEdge Select Seat Activation Fee**						

* Per line activation fee, up to four (4) line maximum charge.
 ** Bundle includes: Auto attendant, Hunt Group and Base Station.

Total Discount \$0.00

Total Recurring Monthly Bill:* \$138.35

Total Installation Charges:* \$99.95

* Does not include Custom Installation Fees.

* Applicable federal, state, and local taxes and fees may apply.

GENERAL SPECIAL INSTRUCTIONS

Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)		Additional Voice Details	
Directory Listing Phone Number		Caller ID (Yes/No)	
Directory Listing Display Name		Caller ID Display Name (max 15 char.)	
DA/DL Header Text Information		International Dialing (Yes/No)	No
DA/DL Header Code Information		Call Blocking (Yes/No)	
Standard Industry Code Information		Auto-Attendant (Yes/No)	No

COMCAST BUSINESS VOICE EDGE CONFIGURATION DETAILS

Voice Edge Directory Listing Details

Directory Listing (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	

Voice Edge Additional Voice Details

Caller ID (Yes/No)	
International Dialing (Yes/No)	
Caller ID Display Name (max 15 characters)	
Call Blocking (Yes/No)	
Enterprise Extension Dialing?	

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>CITY OF DELRAY BEACH</u>	City	<u>DELRAY BEACH</u>
Billing Name (3rd Party Accounts)	_____	State	<u>FL</u>
Address 1	<u>100 NW 1ST AVEFLR 1</u>	ZIP Code	<u>33444</u>
Address 2	_____	Billing Contact Email	<u>reynoldsj@mydelraybeach.com</u>
Billing Contact Name	<u>Jennifer Reynolds</u>	Billing Contact Phone	<u>(561) 243-7192</u>
Tax Exempt?*	<u>Yes</u>	Billing Fax Number	_____

* If yes, please provide and attach tax exemption certificate.

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments") entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

2. Comcast Business Voice, Internet, TV, Comcast Business SecurityEdge and Comcast Business SmartOffice™ Services ("Service") carry a 30 day* money back guarantee**. If, within the first 30 days following Service installation, Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes and voice usage charges, however, Customer will be charged any remaining payments owed for non-refundable fees (including installation) and other charges. In order to be eligible for the refund, Customer must cancel Service within 30 days after installation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

*Comcast Business Trunks and Comcast Business VoiceEdge™ carry a 60 day money back guarantee, subject to the above terms.

**The money back guarantee does not apply to Hospitality Video or Ethernet Services.

3. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

4. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

5. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

6. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS DIGITAL VOICE SERVICE, CUSTOMER, BY SIGNING BELOW, ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE FOLLOWING 911 NOTICE:

911 NOTICE

Comcast Business Digital Voice service ("Voice Service") may have the 911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice Service, Comcast must have the correct service address for the telephone number used by the Company. If the Voice Service or any Voice Service device is moved to a different location without Company providing an updated service address, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice Service (including 911) may fail altogether. Customer's use of a telephone number not associated with its geographic location may also increase these risks.
- The Voice Service uses electrical power in the Company's premises. If there is an electrical power outage, 911 calling may be interrupted if a battery back-up is not installed in the voice modem, fails, or is exhausted.
- Calls using the Voice Service, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, a broadband connection failure, or another technical problem.
- Customer should call Comcast at 1-888-824-8104 if it has any questions or needs to update a service address in the 911 system. Delays in updating the service address may also impact 911.
- **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTANDS THE FOREGOING 911 NOTICE AND THE 911 LIMITATIONS OF THE VOICE SERVICE.**

CUSTOMER SIGNATURE	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx .	
Signature:	
Print:	<u>DON MARESCA</u>
Title:	<u>ASSISTANT GT DIRECTOR</u>
Date:	<u>03/05/2020</u>

FOR COMCAST USE ONLY	
Sales Representative:	<u>Melanie Sparks</u>
Sales Representative Code:	_____
Sales Manager/Director Name:	<u>Enterprise Sales Manager</u>
Sales Manager/Director Approval:	_____
Division:	<u>Central</u>
SmartOffice License Number:	_____

COMCAST
BUSINESS

From: [Edkin, Tim](#)
To: [Reynolds, Jennifer](#); [Ingber, David](#)
Cc: [Marese, Don](#)
Subject: RE: cm install
Date: Friday, March 6, 2020 2:50:16 PM

Appreciate the info – thank you.

Tim

From: Reynolds, Jennifer <ReynoldsJ@mydelraybeach.com>
Sent: Friday, March 6, 2020 2:47 PM
To: Ingber, David <David_Ingber@comcast.com>
Cc: Edkin, Tim <edkint@mydelraybeach.com>; Marese, Don <marese@mydelraybeach.com>
Subject: cm install

David,

I got your voicemail about the install this coming Monday and thanks for the follow-up.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone [\(561\) 243-7192](tel:5612437192) · Fax [\(561\) 243-7188](tel:5612437188) (Mon,-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

PUBLIC RECORDS NOTE: Florida has a very broad public records law. Most written communications to or from local officials, employees, or the general public regarding city business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: [City of Delray Beach - IT Service Desk](#)
To: [Reynolds, Jennifer](#)
Subject: Re: Network - CM network install of Comcast Internet service
Date: Tuesday, March 10, 2020 9:44:59 AM

Hello Jennifer Reynolds,

Miglana Hooks has commented on your ticket #IN-123405:

This has been complete

To respond, just reply to this e-mail.

Sincerely,

City of Delray Beach - IT Service Desk

From: [City of Delray Beach - IT Service Desk](#)
To: [Reynolds, Jennifer](#)
Subject: Re: Network - CM network install of Comcast Internet service
Date: Monday, March 9, 2020 4:57:21 PM

Hello Jennifer Reynolds,

Miglana Hooks has commented on your ticket #IN-123405:

Comcast completed the installation. Static IP was assigned to the modem, and we tested the wired and wireless connections.

The equipment was left with the Comcast generic SSIDs and password.

Waiting on instructions on moving the network from the linksys to Comcast.

Thank you!

To respond, just reply to this e-mail.
Sincerely,

City of Delray Beach - IT Service Desk

From: [City of Delray Beach - IT Service Desk](#)
To: [Reynolds, Jennifer](#)
Subject: Re: Network - CM network install of Comcast Internet service
Date: Friday, March 6, 2020 5:25:35 PM

Hello Jennifer Reynolds,

We are in receipt of your request and this is to confirm that a ticket #IN-123405 has been created.

A customer care representative will review the information provided and get back to you.

To respond, just reply to this e-mail.

Sincerely,

City of Delray Beach - IT Service Desk

From: [City of Delray Beach - IT Service Desk](#)
To: [Reynolds, Jennifer](#)
Subject: Re: Network - CM network install of Comcast Internet service
Date: Tuesday, March 10, 2020 9:45:12 AM

Hello Jennifer Reynolds,

Your ticket #IN-123405 has been closed by Miglena Hooks.

If you believe that the ticket has not been resolved to your satisfaction, please reply to this email, it will reopen the ticket.

You do not have to reply with Thank you, that will also reopen the ticket.

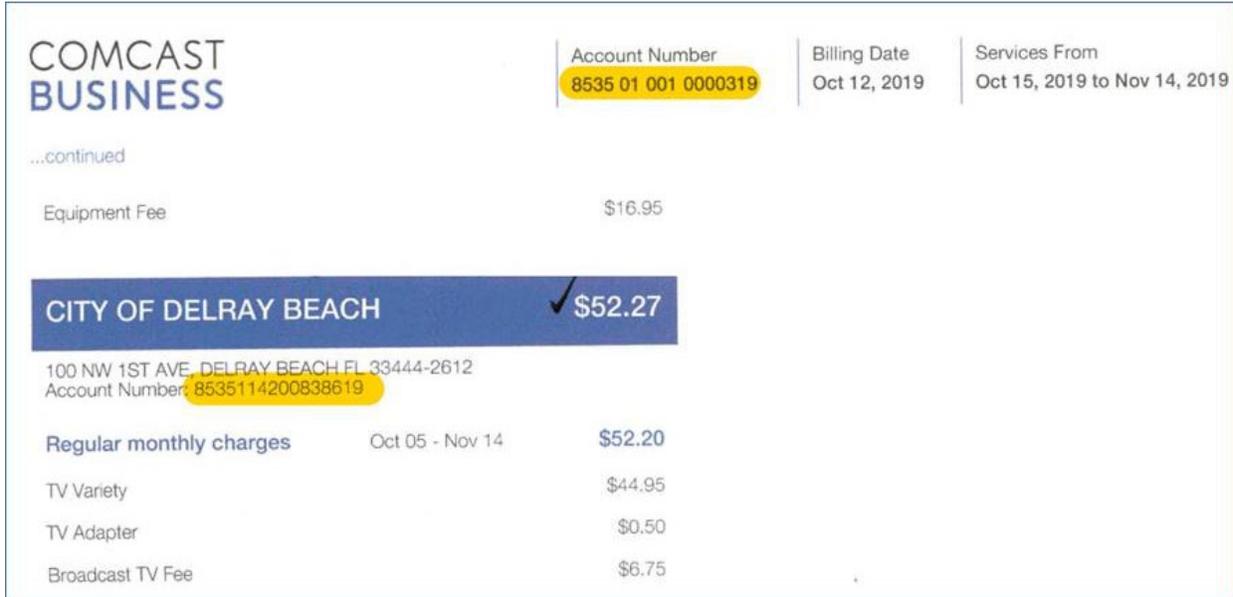
Sincerely,

City of Delray Beach - IT Service Desk

From: [Reynolds, Jennifer](#)
To: [Ingber, David](#)
Cc: [Marese, Don](#); [Edkin, Tim](#)
Subject: business class comcast 75mb
Date: Wednesday, March 4, 2020 11:00:00 AM

David,

As discussed, I am requesting a new business class internet install at the 75Mb rate. This install should be added to account number 8535114200838619.



COMCAST BUSINESS

Account Number: 8535 01 001 0000319 | Billing Date: Oct 12, 2019 | Services From: Oct 15, 2019 to Nov 14, 2019

...continued

Equipment Fee \$16.95

CITY OF DELRAY BEACH ✓ \$52.27

100 NW 1ST AVE, DELRAY BEACH FL 33444-2612
Account Number: 8535114200838619

Regular monthly charges	Oct 05 - Nov 14	\$52.20
TV Variety		\$44.95
TV Adapter		\$0.50
Broadcast TV Fee		\$6.75

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

City of Delray Beach · 150 NW 1st Avenue · Delray Beach, FL 33444 · Phone (561) 243-7192 · Fax (561) 243-7188 (Mon.-Fri., 8:00 AM – 5:00 PM EST) Email: reynoldsj@mydelraybeach.com Web: www.mydelraybeach.com

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From: [Marese, Don](#)
To: [Reynolds, Jennifer](#)
Subject: cm comcast
Date: Wednesday, March 4, 2020 10:44:48 AM
Attachments: [CM - comcast.pdf](#)

Regards,
Don Marese
Assistant IT Director
City of Delray Beach
150 NW 1st Avenue
Delray Beach, FL 33444
561-243-7146

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...continued

Equipment Fee \$16.95

001-16-000-516-412

CITY OF DELRAY BEACH ✓ **\$52.27**

100 NW 1ST AVE, DELRAY BEACH FL 33444-2612
Account Number: 8535114200838619

Regular monthly charges Oct 05 - Nov 14 **\$52.20**

TV Variety \$44.95

TV Adapter \$0.50

Broadcast TV Fee \$6.75

Taxes, fees and other charges Oct 15 - Nov 14 **\$0.07**

Regulatory Cost Recovery \$0.07

001-16-000-516-443.0

CITY OF DELRAY POMPEY ✓ **\$107.72**

1101 NW 2ND ST OFC 1, DELRAY BEACH FL 33444-1616
Account Number: 8535114200878037

Regular monthly charges Sep 23 - Nov 14 **\$107.65**

TV Preferred \$89.95

TV Box + Remote \$2.70

Broadcast TV Fee \$6.75

Regional Sports Fee \$8.25

Taxes, fees and other charges Oct 15 - Nov 14 **\$0.07**

Regulatory Cost Recovery \$0.07

001-72-786-572-4112

RECEIVED
OCT 2 2019
FINAL

From: [Reynolds, Jennifer](#)
To: [Ingber, David](#)
Cc: [Edkin, Tim](#); [Marese, Don](#)
Subject: cm install
Date: Friday, March 6, 2020 2:47:00 PM

David,

I got your voicemail about the install this coming Monday and thanks for the follow-up.

Regards,

Jennifer Reynolds-Infrastructure Operations Manager/Lead Engineer

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